

SHIFT

Shift Payment Integrity

Streamlining Workflows and Increasing Health Plan Savings with AI

The Challenge

Errors, improper payments, waste, abuse and possible fraud cost U.S. healthcare payers billions annually. With evolving care delivery, advancing reimbursement technology, shifting policies, and increasingly sophisticated schemes, accurately processing claims while protecting financial health and provider relationships is a continuously growing challenge.

The Solution

Shift is revolutionizing the detection, prevention, and management of improper payments by delivering AI-driven insights at critical stages of the claims process. Shift Payment Integrity solutions empower health plans to take action with speed, impact and accuracy - maximizing prepayment savings and postpayment recoveries.

Shift's Prepay and Postpay Capabilities

Claims Editing

Access a robust, industry leading library of 4,000+ concepts including NCCI and integrated plan-specific edits, test and deploy custom or optimized edits within a workbench environment.

Claims Auditing

Utilize AI-driven claims validation to ensure accurate coding and service alignment, along with precise medical record selection.

Prepay FWA Detection

Detect high-value prepayment errors & potential improper payments at the provider level with AI-powered scenarios.

Postpay FWA Detection

Identify suspected FWA, improper payments and suspicious relationships with speed and accuracy,

Medical Record Review

Leverage generative AI to accelerate validation of claims and supporting documentation, highlighting key elements of claims and records for accelerated review.

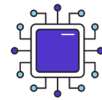
Workflow Tools & Case Management

Streamline workflows, increase collaboration, manage caseloads, and track investigative activity all in a single user interface.

Shift Payment Integrity Allows For



Maximized savings with thousands of optimized claims edits & prepayment detection scenarios



High-value recoveries with comprehensive AI-powered claims accuracy scenarios and network-level detection



Reduced provider abrasion thanks to pinpoint accuracy and reduction in false positives



Increased operational efficiency with process accelerators and integrated case management

Shift Payment Integrity Key Features

Data Unification

Expert mapping, cleansing and enriching of health plan data, with no restrictions to format or type.

External Data Integration

Deeper, more accurate analysis with integrations of updated policy, regulatory, mapping, online review, business and other external data sets.

AI-Powered Scenarios

Continually improving and evolving scenarios to capture evolving schemes with accuracy.

Network Detection

Sophisticated relationship analysis to uncover kickbacks, collusion or other suspicious activity between members, providers, facilities or other entities.

Image & Document Analysis

Fast, accurate, AI-powered analysis of images and documents, automating the ingestion and analysis of unstructured data.

Explainable Alerts

Intelligently scored and prioritized alerts, including intuitive explanations of detection and supportive detail in one place.

Custom Reporting Dashboards

Automated, user-specific reporting dashboards, streamlining reports and giving teams views into specific trends within providers, specialties, geographies and more. Track team performance and caseloads for optimized allocation and resourcing.

Integration Options



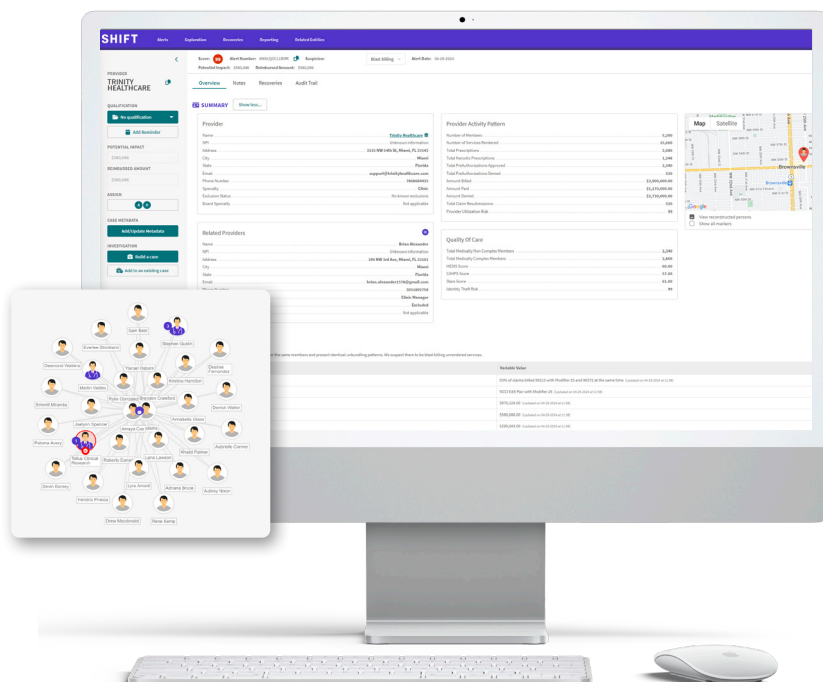
Real-Time Integration

Real-time REST API: Shift implements real-time detection for improper payments through a Shift real-time REST API, following a standard format allowing requests to receive suspicion scores and alert detail in real-time from claims data.



Near Real-Time

Recurrent batch transfers: Tailored to a plan's needs and/or technical capabilities, Shift analyzes claims in near-real time via batch transfer of health plan data.



SHIFT

About Shift Technology

Shift Technology delivers AI-powered decisioning solutions to benefit the global insurance industry and its customers. Our products enable the world's leading insurers to improve combined ratios by optimizing and automating critical decisions across the policy lifecycle. Shift solutions help mitigate fraud and risk, increase operational efficiency, and deliver superior customer experiences.

Learn more at www.shift-technology.com